



Self-Service Membership System (SSMS)

In collaboration with:

Washington Workforce Association (WWA)

and

Employment Security Department (ESD)

February 2010

- The first time SSMS opens on a computer, the WDA and Office must be selected. The person who selects the office is a local office decision.

To view the Staff side of Self-Service Management System in the training environment (inside the firewall), enter the following URL: <http://esd1apolyssmstr/SSMSWebAdmin>

To view the Staff side of Self-Service Management System in the training environment (outside the firewall), enter the following URL:

<https://fortress.wa.gov/esd/ssmstr/SSMSwebadmin/login.aspx>

- To log in, use the Username STU010, or STU011, or STU012.
- The Password is [skiestraining\\$2](#)
- Select either [WS Redmond](#) or [WS Columbia Basin](#).

You will receive a URL to access the Staff side of SSMS at implementation. Using the URL, create a desk top icon for easy access.

If you are **inside the firewall** during this training and experience a problem with the installation of SSMS, call ESD IT Support @ 360.438.3274

If you are **outside the firewall** during this training and experience a problem with the installation of SSMS, call the SKIES Help Desk 1.800.331.5650.

Self Service Membership System for Job Seekers (SSMS)

Introduction

The Washington Workforce Association (WWA) and the Washington State Employment Security Department (ESD) Self-Services Tracking workgroup formed in March 2008.

The workgroup designed a system to use uniformly and consistently, connect to SKIES, and reside securely behind the state firewall. Registration data collected from self-service job seekers will create a record in SKIES; if one does not exist, the data will be sent to the data warehouse and will meet customer tracking requirements.

- Job Seekers enter their own initial registration information into SKIES reducing the need of staffs to enter the data.
- Job Seekers may use the same log-in and password used in www.Go2worksource.com
- SSMS identifies the number of Job Seekers who use self-service and the desired services they would like to receive from WorkSource.

Note: Job Seekers, who have a current WorkSource Membership (WMS), whether or not they have a record in SKIES, must register.

- SSMS identifies peak demand periods and trends to influence adequate staffing levels.

Job Seeker screens

When SSMS is installed, all seekers who want to use a resource room computer must register with SSMS first.

This is the first screen the Job Seeker will see when registering or logging into SSMS to use a computer in the resource room.

The Select Language data field defaults to English. To select Spanish, click > on the arrow right of the data field. A drop down list displays, click > Spanish.

Read the Advisory. Click > I AGREE button.

Note: If the Job Seeker selects Spanish, the Advisory displays in Spanish.

The screenshot shows the 'Self Service Membership System (SSMS)' interface. At the top, there is a blue header bar with the text 'Self Service Membership System (SSMS)'. Below this, the 'WorkSource' logo is on the left, and the text 'Self Service Membership System (SSMS)' is on the right. The main content area has a 'Select Language:' label followed by a dropdown menu currently set to 'English'. A callout bubble points to the dropdown arrow with the text 'Click > for a drop down list to select Spanish.' Below the language selection is a large text box containing a welcome message and instructions. At the bottom of the screen is an 'OK' button, with a callout bubble pointing to it that says 'Click'.

Self Service Membership System (SSMS)

WorkSource Self Service Membership System (SSMS)

Select Language: English

Click > for a drop down list to select Spanish.

Welcome to the WorkSource Self Service Membership System (SSMS). To use a WorkSource resource room computer, you must register to get your User ID and password. Or sign in if you have already registered with SSMS.

After you complete the following screens and create your User ID and password, you will simply log on each time to access job search assistance tools, including the Internet.

After you have finished using the computer, remember to log off SSMS which will return to this screen. Just click the Self Service Members button at the bottom of the screen to log off.

Click the OK button to register with SSMS or to enter your User ID and password if you have already registered. Please ask a WorkSource staff if you need assistance.

OK Click

On the **Registration/Log-In** screen, a first time User will click > SIGN UP NOW button.

1. A registered SSMS User will enter their User ID in the User ID data field and their password in the Password data field. Then click > SIGN IN button.
2. A first time User will click > SIGN UP NOW button.

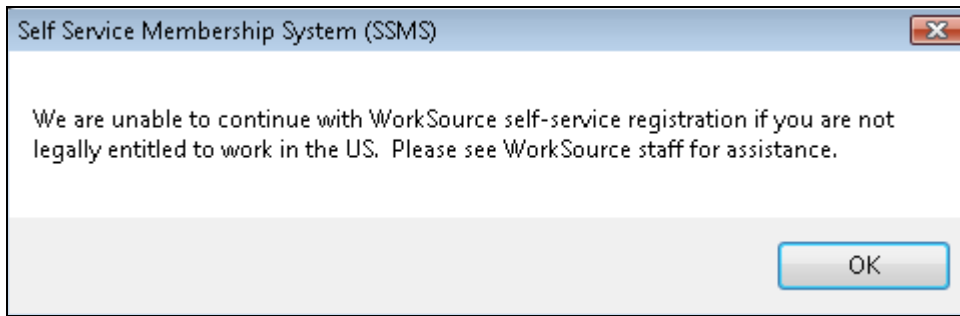
Registration/Log-In Screen

The screenshot shows the 'Self Service Membership System (SSMS)' interface. At the top, there is a blue header with the 'WorkSource' logo and the text 'Self Service Membership System'. Below the header, a message states: 'To use any services in the WorkSource Center, you are required to sign in to the Self Service Membership System (SSMS)'. There are two main sections: a 'Sign up now' button and a 'Sign in to Self Service Membership System (SSMS)' form. The sign-in form includes fields for 'User ID' and 'Password', a 'Sign in' button, and links for 'Forgot your User ID?' and 'Forgot your password?'. Annotations with callouts provide instructions: 1. 'First time User will click > SIGN UP NOW button' points to the 'Sign up now' button. 2. 'A previously registered User will enter their User ID and Password. 3. Click > SIGN IN button.' points to the sign-in form. A specific callout 'SIGN IN button' points to the 'Sign in' button.

When the User clicks > SIGN UP NOW button,
A pop-up asks, "Are you legally entitled to
Work in the United States?"

A 'Legal Notice' pop-up dialog box with a close button (X) in the top right corner. The text inside asks: 'Are you legally entitled to work in the United States?'. At the bottom, there are two buttons: 'Yes' and 'No'.

If the User clicks > NO button, the following message displays:



When the User clicks > YES button, the registration process begins. The Job Seeker enters:

- First Name in the First Name data field and last name in the Last Name data field.
- Their Social Security Number.
- Click > NEXT button.

Sign Up Screen

A screenshot of the WorkSource Self Service Membership System (SSMS) sign-up screen. The page has a blue header with the text "New to Self Service Membership System? Sign up." and the WorkSource logo. Below the header, there's a section titled "Enter registration information". It contains three input fields: "First Name", "MI", and "Last Name". Below these is a "Social Security Number" field. To the right of the SSN field, there's a note: "We need your Social Security Number to validate your information against other WorkSource databases. Only WorkSource staff have access to this information." Below this note is a link to "Privacy Notice". At the bottom right, there are "Cancel" and "Next" buttons. A callout box points to the "Next" button with the text "Click >NEXT button". Another callout box in the top right corner says "Please note" and "Items in **BOLD** are required".

New to Self Service Membership System? Sign up.



Self Service Membership System (SSMS)

New to Self Service Membership System? Sign up.

Items in **BOLD** are required

Enter registration information

First Name

Amber

MI

Last Name

Smith

Social Security Number

xxx-xx-xxxx

We need your Social Security Number to validate your information against other WorkSource databases. Only WorkSource staff have access to this information.

For details, see our [Privacy Notice](#)

Enter First Name – Last Name

Social Security Number

Click > NEXT button

Cancel

Next

The **Create User Account** screen displays.

- The new User creates a User ID and Password using the directions on the screen– or – enters their Go2Worksource.com User ID and password.

Note: Use the instructions to the right to create the User ID and Password.

- User must re-enter the Password in the Retype password data field.

*Note: The User ID **is not** case sensitive; however, the Password **is** case sensitive.*

- Click > NEXT button.

Create User Account Screen

RegistrationStep2

WorkSource Self Service Membership System (SSMS) -

Items in **BOLD** are required

Create user account

With the User ID and Password you enter here and the other information you provide, we will create your Self Service Membership System registration. This will enable you to access a WorkSource resource room computer whenever you want to use one in any WorkSource office. Please begin by entering a User ID and Password.

If you already have a Go2WorkSource.com account to search for jobs posted on Go2WorkSource.com, you can enter your same User ID and Password here. That way, you will be able to access both the WorkSource resource room computers and the Go2WorkSource.com website with the same User ID and Password.

User ID

Password

Retype password

Your User ID should be a minimum of 6 and maximum of 20 alphanumeric characters, with no spaces. Once saved, your User ID cannot be changed. Remember your User ID for future access to your account.

Create your password and enter twice for verification. Your password should be a minimum of 6 and a maximum of 10 alphanumeric characters, with no spaces. Your password may be changed as often as you like. Remember your password for future access to your account.

User ID

asmith

Password

xxxxxxxx

Retype password

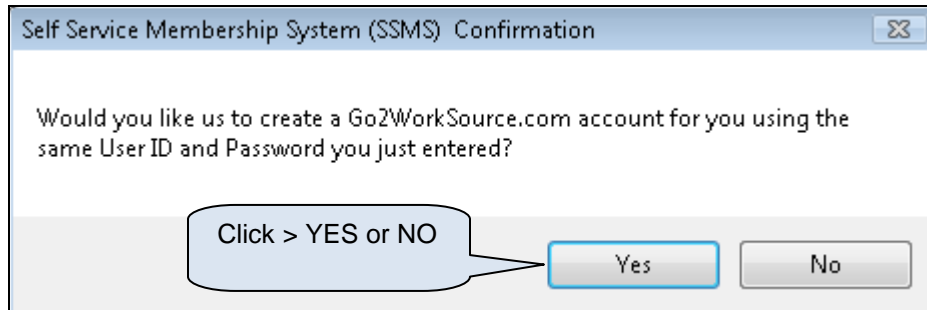
xxxxxxxx

Click > NEXT

Cancel Previous Next

If the Job Seeker does not have or doesn't use their Go2WorkSource.com User ID and Password, a pop-up asks, "Would you like to create a Go2WorkSource.com account for you using the same User ID and Password you just entered?"

- Click > YES or NO button.
- Click > NEXT button.



The Job Seeker Information screen displays when the User is not registered in SKIES.

- The Job Seeker completes the data fields (**required fields are bolded**). The First Name, Last Name, and Social Security Number auto-fill.
- Click > NEXT button. SSMS will create a SKIES record when one does not exist, and a Go2WorkSource account at the User's request.
- Click > NEXT button.

Job Seeker Information Screen

New to Self Service Membership System? Sign up.

WorkSource Self Service Membership System (SSMS)

Items in **BOLD** are required

Job seeker information

First Name Amber	Last Name Smith	M.I. 	Social Security Number WORK_SOURCE
Mailing Address 		Phone Number () - -	
City 	State WA	Zip Code 	(+4 optional)
Email Address 		Gender 	Date of Birth _/_/_
Education Level Attained 		Employment status 	

We ask if you have served in the U.S. Military or are an eligible spouse of a U.S. Military veteran because WorkSource administers special programs which were developed to assist veterans in finding work. If you meet the definition of those who qualify as stated below, we may have additional services to offer you. To learn about the qualifications for each of these programs, our WorkSource staff will be able to assist you.

Military Service
▼

Cancel Previous **Next**

Click on the arrow for a drop down list to make a selection

For birth date use mmddyyyy

Military Service?
Click for a drop down to make a selection

Click > NEXT button.

New to Self Service Membership System? Sign up.



Self Service Membership System (SSMS)

Items in **BOLD** are required

Job seeker information

First Name

Amber

Last Name

Smith

M.I.

Social Security Number

XXXX-XX-XXXX

Mailing Address

91 Dakota Blvd

Phone Number

() -

City

Richland

State

WA

Zip Code

(+4 optional)

99352

Email Address

asmith@yahoo.com

Gender

F

Date of Birth

09/27/1980

Education Level Attained

HIGH SCHOOL GRADUATE

Employment status

NOT EMPLOYED

We ask if you have served in the U.S. Military or are an eligible spouse of a U.S. Military veteran because WorkSource administers special programs which were developed to assist veterans in finding work. If you meet the definition of those who qualify as stated below, we may have additional services to offer you. To learn about the qualifications for each of these programs, our WorkSource staff will be able to assist you.

Military Service

NO

Cancel

Previous

Next

The **Create Your Password Reset Option** screen displays.

The Job Seeker creates a security question:

- Click on the arrow right of the data field.
- Click to select one of the security questions.
- Enter the answer to the security question.
- The check mark in the box indicates YES to share data; the Job Seeker reads and accepts the [WorkSource Washington Data Sharing Agreement](#). To not share data, the Job Seeker must click on the check mark to de-select. The Job Seeker may click on the blue link to read the [WorkSource Washington Data Sharing Agreement](#). Click > YES or NO button.

Password Reset Option Screen

New to Self Service Membership System? Sign up.

WorkSource Self Service Membership System (SSMS)

Items in **BOLD** are required

Create your password reset option

Security Question:
Select security question (required) ▼ Select question from the list on the left

Security Answer:
Enter the answer to your questions. Answer should be a minimum of 2 and a maximum of 128 characters.

☒ I have read and accepted the [WorkSource Washington Data Sharing Agreement](#)


Click to read the [WorkSource Washington Data Sharing Agreement](#).

Click

Cancel Previous Submit

Password Reset Option Screen

New to Self Service Membership System? Sign up.



Self Service Membership System (SSMS)

Items in **BOLD** are required

Create your password reset option

Security Question:
Mother's middle name ▼ Select question from the list on the left

Security Answer:
Leigh Enter the answer to your questions. Answer should be a minimum of 2 and a maximum of 128 characters.

☒ I have read and accepted the [WorkSource Washington Data Sharing Agreement](#)

↓

Employment Security Department Data Sharing Notice for WorkSource

The information you give us is confidential. We will share it with our WorkSource partners, but only to give you additional employment and training services. WorkSource partners typically include community colleges, the Department of Social and Health Services (DSHS), the Division of Vocational Rehabilitation, workforce development councils and community service organizations. Partners will work with the Employment Security Department to give you more resources to find work, change careers, or get training you need to find a job. The information we will share includes the personal information you give us, such as your name, address, Social Security Number, education, and work history.

Our WorkSource partners are not allowed to give this information to anyone. It can't be given out under the Public Records Act (RCW 42.17.310).

By contract, WorkSource partners are prohibited from further disclosing this information. This information is not subject to disclosure under the Public Records Act (RCW 42.17.310).

You may ask us not to share your information with WorkSource partners. We will grant your request and you will still be eligible for services at your local WorkSource center. Not sharing information means you will have to fill out another application when you want assistance from our partners in finding a job or getting information about training opportunities. Sharing information with WorkSource partners means you will have access to more services that are easier to receive if we share this data.

May we share your information with WorkSource partners?

Yes

No

Cancel

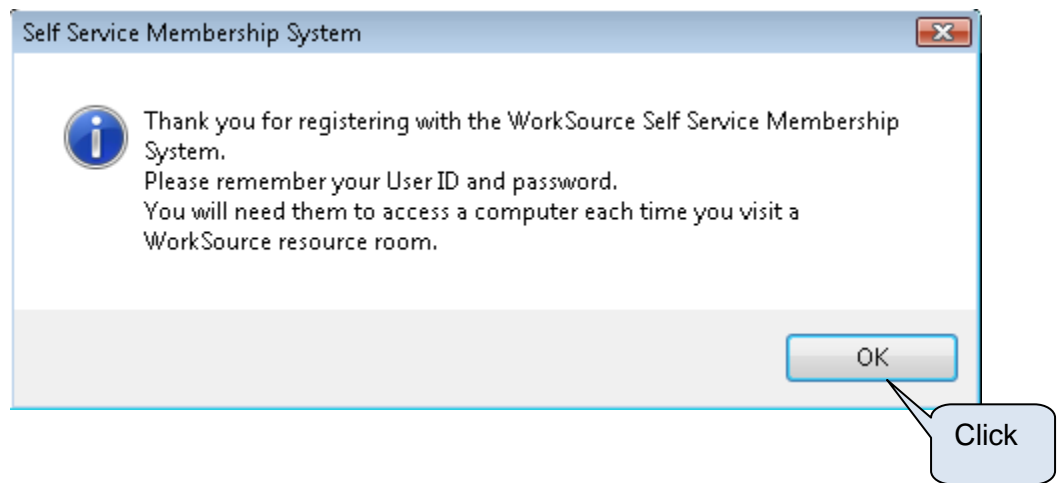
Cancel

Previous

Submit

May we share your information with WorkSource partners?

- Click > SUBMIT button.
- A confirmation message displays. Click > > YES button.



The **Welcome** screen displays.

- The **Welcome** screen displays services to make a selection(s). The Job Seeker must select one or more service(s) for each log-in.
- The **Welcome** screen displays options to change their password, security question, or last name.
- The Job Seeker makes the selection(s). Click > SUBMIT button. The Job Seeker has access to this computer in the resource room. The desktop appears with Internet and other application icons.

Welcome Screen

The screenshot shows the 'Self Service Membership System (SSMS)' Welcome Screen. At the top, there is a header with the 'WORKSource' logo and the text 'Self Service Membership System (SSMS) - Training'. Below this, the word 'Welcome' is displayed in a large, stylized font. The main content area is titled 'Please check all the services you will use today.' and contains a list of services with checkboxes: 'Find a job. I am unemployed now.', 'Explore what career suits me best (assessment, career planning)', 'Build my skills (classes, tutorials, job search workshops)', 'Inquire about Unemployment Insurance', 'Get another or better job', 'Use resources (telephone, fax, copier, books, video, assisted technology)', and 'Conduct job search (build resume, interview practice, job referral, etc.)'. A callout box with an arrow points to these checkboxes, stating 'Click to select the services you (Job Seeker) will use today.' Below the services list, there is a section titled 'Please select the link below if you want to change:' with three links: 'Password', 'Security Question and Answer', and 'Name'. A callout box with an arrow points to these links, listing three options: 'Do you want to change your Password?', 'Do you want to change your security question and answer?', and 'Do you want to change your name?'. At the bottom right, there are 'Cancel' and 'Submit' buttons. A callout box with an arrow points to the 'Submit' button, stating 'Click > SUBMIT button.'

Self Service Membership System (SSMS)

WORKSource Self Service Membership System (SSMS) - Training

Welcome

Please check all the services you will use today.

☐ Find a job. I am unemployed now. ☐ Explore what career suits me best (assessment, career planning)

☐ Build my skills (classes, tutorials, job search workshops) ☐ Inquire about Unemployment Insurance

☐ Get another or better job ☐ Use resources (telephone, fax, copier, books, video, assisted technology)

☐ Conduct job search (build resume, interview practice, job referral, etc.)

Click to select the services you (Job Seeker) will use today.

Please select the link below if you want to change:

[Password](#)

[Security Question and Answer](#)

[Name](#)

Do you want to change your Password?

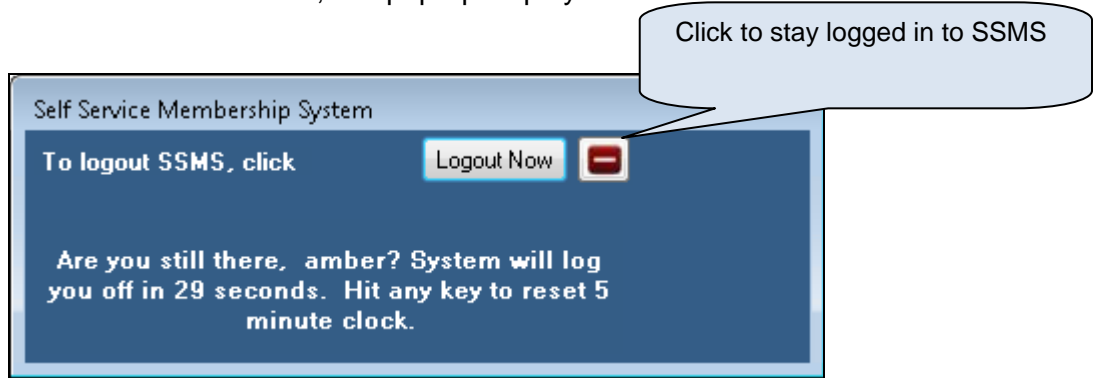
Do you want to change your security question and answer?

Do you want to change your name?

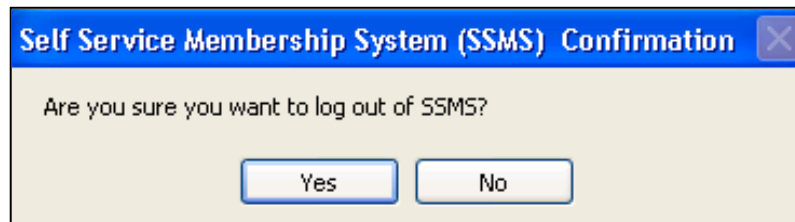
Click > SUBMIT button.

Cancel Submit

When the keyboard idles for 5 minutes, this pop-up displays.



- Job Seeker may click the red button to continue working – or – click > LOGOUT NOW button.
- When the Job Seeker does not make a selection, a 1-minute warning message displays counting down to automatic logout.
- When the User selects LOGOUT NOW, a confirmation message displays.



- The SSMS (Select Language) screen displays for the next Job Seeker.

When a Job Seeker has an SSMS registration, they will enter their User ID and Password, then click > SIGN IN button. The Desired Services list displays. The User selects one or more services desired from WorkSource, and click > SUBMIT button to complete their login.

Self Service Membership System (SSMS)

WORKSource Self Service Membership System (SSMS) - Ti

To use any services in the WorkSource Center, you are required to sign in to the Self Service Membership System (SSMS).

To get started, sign up for SSMS [Sign up now](#)

Sign in to Self Service Membership System (SSMS)

User ID:

Password:

[Forgot your User ID?](#) [Forgot your password?](#)

[Sign in](#)

Click

To view the Staff side of Self-Service Management System in the training environment, enter the following URL: <http://esd1apolyssmstr/SSMSWebAdmin>

To log in use STU010, STU011, or STU012.

The Password is [skiestraining\\$2](#)

Select either [WS Redmond](#) or [WS Columbia Basin](#).

You will receive a URL to access the Staff side of SSMS at implementation. Using the URL, create a desk top icon for easy access.

If you are **inside the firewall** during this training and experience a problem with the installation of SSMS, call ESD IT Support @ 360.438.3274

If you are **outside the firewall** during this training and experience a problem with the installation of SSMS, call the SKIES Help Desk 1.800.331.5650.